

Activating Voice Mail

<i>Activate your voice mail</i>	Step 1	<ul style="list-style-type: none"> - Dial *98 or the number that corresponds to your region : <li style="padding-left: 20px;">- Sherbrooke : 819 542-7000 <li style="padding-left: 20px;">- Valcourt and area : 450 532-7000 <li style="padding-left: 40px;">- 450 535-7000 <li style="padding-left: 40px;">- 450 548-7000 <li style="padding-left: 20px;">- Acton Vale : 450 642-7000 <li style="padding-left: 20px;">- Montreal : 514 563-7000
	Step 2	- Dial your temporary password which is your phone number. Press the # key.
	Step 3	<ul style="list-style-type: none"> - Dial your new password. Choose an easy password to remember composed of 4 to 10 numbers. - Press 1 to save or 2 to make changes.
	Step 4	<p><i>Personalize your voice mail by recording your name or the name of your business.</i></p> <ul style="list-style-type: none"> - Then press the # key. - Press 1 to save or 2 to make changes.
	Step 5	<p>If you opt to use the system's greeting message :</p> <ul style="list-style-type: none"> - Press the * key. <p>If you opt to use a personalized greeting message :</p> <ul style="list-style-type: none"> - Record it after the tone - After your message, wait 1 or 2 seconds, then press the # key. - Press 1 to save or 2 to make changes.

Accessing your Voice Mail

<i>Retrieve messages</i>	from home	<ul style="list-style-type: none"> - Dial *98 then your password - Press 1 to listen to your messages. <p><i>Should you want to access your voice mail without having to dial your password each time, follow the instructions in the following sequence : 9, 2, 1 to activate or deactivate.</i></p> <p>Note : When you retrieve your messages, the quick beeping and the flashing indicator light (on certain models of phones) will stop even if you don't listen to all of the messages or if the messages have been saved.</p>
	away from home	<ul style="list-style-type: none"> - Dial the number that corresponds to your region : <li style="padding-left: 20px;">- Sherbrooke : 819 542-7000 <li style="padding-left: 20px;">- Valcourt and area : 450 532-7000 <li style="padding-left: 40px;">- 450 535-7000 <li style="padding-left: 40px;">- 450 548-7000 <li style="padding-left: 20px;">- Acton Vale : 450 642-7000 <li style="padding-left: 20px;">- Montreal : 514 563-7000 - press the * key and follow the instructions or dial your phone number and press the * key at the beginning of the greeting message. - Dial your password. - Press 1 to listen to your messages.
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Note: A saved message will be kept for a period of 14 days and unretrieved messages will be kept for a period of 7 weeks. The *Voice Mail* box has a capacity of 50 messages of 5 minutes each.

Changing your Coordinates

	Change your password	<p>Dial *98 followed by your password.</p> <ul style="list-style-type: none"> - Follow the instructions in the following sequence : 9, 2, your new password <p>Choose a password composed of 4 to 10 numbers.</p> <ul style="list-style-type: none"> - Press 1 to save your new password or 2 to make changes.
	Change your name	<p>Dial *98 followed by your password</p> <ul style="list-style-type: none"> - Follow the instructions in the following sequence: 9, 1, 2, 2, the new name followed by the # key. - Press 1 to save your new password or 2 to make changes.
	Change your greeting message	<p>If you opt to use the system's greeting message :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 1, 1 - Press 3 to erase your personalized greeting message. <p>Voice Mail will automatically return to the system's greeting message.</p> <p>If you opt to use a personalized greeting message :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 1, 1, 2, record your new greeting message , wait 1 or 2 seconds, then press the # key. - Press 1 to save your new password or 2 to make changes.
		<p>To activate your greeting message for a prolonged absence</p> <p>Dial *98 followed by your password.</p> <ul style="list-style-type: none"> - Follow the instructions in the following sequence: 9, 1, 1, 2, 3 - Press 3 to activate the statement of a prolonged absence. <p>To deactivate your greeting message for a prolonged absence</p> <p>Dial *98 followed by your password.</p> <ul style="list-style-type: none"> - Follow the instructions in the following sequence: 9, 1, 1, 3

Changing the Answer Mode

	have your greeting message heard without activating your Voice Mail service	<p><i>You can have your greeting heard without giving your callers the option of leaving you a message. Make sure that your greeting message does not contain an invitation to leave a message.</i></p> <p>To activate this service :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 9, 3 - Press 2.
	make your Voice Mail unavailable	<p><i>You can have your callers hear a message from the system stating that you are not receiving messages at this time</i></p> <p>To activate this service :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 9, 3 - Press 3.
	deactivate these services	<ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 9, 3 - Press 1.

Changing the Way You Hear Your Messages

Activate or deactivate the time and date announcement	<ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 3, 3
Activate or deactivate the sender's announcement	<ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 3, 4
Change the order in which you hear the messages	<ul style="list-style-type: none"> - Dial *98 followed by your password. - Follow the instructions in the following sequence: 9, 3, 2

Sending Messages to Another User of Voice Mail

Send a message	<ul style="list-style-type: none"> - Dial *98 followed by your password. - Press 2 - Dial the number of the destination voice mail box, which is his or her telephone number. Press the # key. - Leave your message followed by the # key and then press 1 to immediately send the message (the message will be cancelled if you hang up) or press 9 to choose other options for delivering the message.
Choose other options for delivering messages	<p><i>When leaving a message for another user of Voice Mail you have four delivery options available to you depending on the circumstances.</i></p> <ul style="list-style-type: none"> - Dial 1 for an urgent message for priority delivery. - Dial 2 for a private message that may not be forwarded to another user. - Dial 3 if you wish to receive confirmation of delivery. - Dial 4 if you wish to record a message to be delivered at a later date. - Following whichever option you choose, dial 1 to send your message. <p><i>You can combine some of these options by dialing 9 before dialing 1 to send your message.</i></p>
Immediately answer a message	<ul style="list-style-type: none"> - After listening to the message, dial 7 - Record your answer after the tone - Press the # key and then follow the instructions.
Forward a message	<ul style="list-style-type: none"> - After listening to the message, dial 8 - Dial the number of the destination voicemail box, which is his or her phone number (this number must be part of the CoopTel network) - Press the # key and then follow the instructions.

Forwarding Messages to Another User of Voice Mail (cont'd)

	<p>Create a voice mail group</p>	<p><i>You are able to create a group of voice mail boxes. This will allow you to send a message to more than one user of voice mail</i></p> <ul style="list-style-type: none"> - Dial *98 followed by your password - Follow the instructions in the following sequence : 9, 9, 1, 4 - Dial a number for the group (composed of 1 or digits : the voice mail will register 101 for 1, 102 for 2, etc.) - Record the name of the group followed by the # key. - Press 1 to save or 2 to make changes - When asked for the voice mail number of the person you wish to include in the group, dial that person's phone number. Continue as such for all members in the group. - Press the # key to end.
	<p>Revise, delete or modify a group</p>	<ul style="list-style-type: none"> - Dial *98 followed by your password - Follow the instructions in the following sequence : 9, 9, 1 - Then select the option accordingly to revise, delete or modify the group.
	<p>Send a message to a group</p>	<ul style="list-style-type: none"> - Dial *98 followed by your password - Dial 2 - Dial the number of the group followed by the # key. - Record your message followed by the # key, then 1 to send it immediately, or 9 to choose another delivery option.
	<p>Forward your voice mail to another user</p>	<p><i>This function allows you to forward your messages to the voice mail of another user. However, your caller will hear your own greeting message.</i></p> <p>To program the number to which you wish to automatically forward your voice mail :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password Follow the instructions in the following sequence: 9, 9, 2, 1, 3.
	<p>Activate or deactivate the forwarding function</p> <p>Change the number to which you are forwarding</p>	<ul style="list-style-type: none"> - Dial *98 followed by your password - Follow the instructions in the following sequence: 9, 9, 2, 1 - Then choose the desired option according to whether you wish to activate or deactivate the forwarding service or if you wish to change the number to which you are forwarding.
	<p>Activate or deactivate the reminder call service and the wake-up call</p>	<p><i>This service allows you to have your telephone ring at a predetermined time to remind you of an appointment or to wake you up.</i></p> <p>To activate or deactivate this service :</p> <ul style="list-style-type: none"> - Dial *98 followed by your password - Follow the instructions in the following sequence: 9, 4.



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Voice Mail – menu overview

Quick Guide / Listening Mode

**While listening to
messages...**

Rewind 5 seconds	4	
Pause 20 seconds	5	→
Fast forward 5 seconds	6	
Go to the next message	#	

Skip to the end	3
Slow play	4
Normal play	5
Fast play	6
Low volume	7
Normal volume	8
High volume	9
End / pause	*

**After hearing a
message...**

Erase	1	
Save	2	
Replay	3	
Answer	7	
Forward	8	
Options	9	→
For more information	0	
Main menu	*	

Previous message	4
Date & time	5
Sender	6